



How to Use this LAP Template

This Language Access Plan (LAP) Template was developed by the Nevada Initiative for Language Access (NILA). In conjunction with NILA's LAP Toolkit, it is intended to help guide you in the development of your agency's language access plan to help ensure your compliance with Nevada Senate Bill 318 and federal civil rights law. More importantly, your LAP will help your agency better serve members of the public with limited English proficiency (LEP).

This Template is divided into six sections, corresponding to the sections you are encouraged to include in your agency's LAP. They are as follows:

I. Purpose and Authority - *This section provides the legal basis for the agency's plan and protocol and connects the plan and protocol to the State Agency's mission.* **II. General Policy** - *This section explains the policy of the agency. It is the commitment of the agency and its employees to ensuring meaningful language access.*

III. Profile of [Agency Name]'s LEP Clients – *This section details the demographic information required by SB318 Section 7.2.b.*

IV. [Agency Name] Language Access Services and Procedures – *This section details the types of services the agency provides, as required by SB318 Section 7.2.c.* **V. Implementing [Agency Name]'s Language Access Services** – *This section details the agency's procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.*

VI. Evaluation of and Recommendations for [Agency Name]'s Language Access Plan – *This section details how well the agency's language access policies and procedures have met the need, and what is required to improve those services if the need is not being fully met, as required by SB318 Section 7.2.f.*

The structure of the Template mirrors that of the Toolkit. The two documents are designed to work together to simplify the process of meeting the specific reporting requirements included in SB318. For Sections III-VI, each section includes a brief description of its purpose and the specific SB318 reporting requirements that it should address. Additionally, it lists some points to consider when developing your agency's LAP. Finally, each section includes some boilerplate Sample Content (text in red) that you can use to guide your LAP if you see fit. Note that there are bracketed placeholders throughout the text for you to complete, such as [Agency Name] above.

As you work through the NILA Toolkit and Template, either while developing your initial LAP or while revising it in the future, keep in mind that SB318 requires you to:

- Solicit public comment about your language access plan.
- Make recommendations to the Legislature about any statutory changes needed to improve language access to services and programs.



- Include funding required for language access in your agency's budget proposals.

Ultimately, how you structure your agency's LAP is up to you. The federal government offers [additional guidance on developing LAPs](#) that is worth reviewing. Note that some of the federal guidance has been adapted for inclusion in this LAP Template. You can also review the [LAPs of federal agencies](#) as examples. Keep in mind, however, that unlike the federal guidance, your LAP must reflect the requirements of SB318.



I. Purpose and Authority - *This section provides the legal basis for the agency’s plan and protocol and connects the plan and protocol to the State Agency’s mission.*

The language below can serve as the basis for this section of your LAP.

Sample Content for Section I

Nevada’s Senate Bill 318 (SB318) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB318 puts it, “Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language.” Moreover, it makes it clear that it is the responsibility of government to provide that access:

State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency to the programs and services of those agencies and entities.

Lighthouse Charities INC is committed to compliance with Nevada Senate Bill 318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to State services and programs for individuals with limited English proficiency.

The purpose of this document is to establish an effective plan and protocol for Lighthouse Charities INC personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency. Following this plan and protocol is essential to the success of our mission to empower refugees by promoting self-sufficiency, encouraging personal growth, fostering healing, and restoring hope so they can become thriving members of our community.

II. General Policy - *This section explains the policy of the agency. It is the commitment of the agency and its employees to ensuring meaningful language access.*



The language below can serve as the basis for this section of your LAP.

Sample Content for Section II

Lighthouse Charities INC recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of Lighthouse Charities INC to ensure meaningful access to LEP individuals. Lighthouse Charities INC adopts the following policies and procedures to ensure that LEP individuals can gain equal access to Lighthouse Charities INC services and communicate effectively. This Plan applies to all Lighthouse Charities INC programs and services including, but not limited to:

The Rejesha Program

The Garden

The Corner Market

Frosted Bakery

It is Nevada's policy to grant access to services or programs to every person regardless of their ability to speak, understand, read, or write English. Lighthouse Charities INC intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. Lighthouse Charities INC seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

Toward this end, Lighthouse Charities INC endorses the following policies:

- Lighthouse Charities INC is committed to equity and will take all reasonable steps to provide limited English proficient (LEP) individuals with meaningful access to all its services, programs, and activities.*
- The agency, rather than the LEP individual, bears the responsibility for providing appropriate language services, regardless of the LEP individual's preferred language, at no cost to the LEP individual.*
- Staff at the initial points of contact have the specific duty to identify and record language needs.*
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.*
- No staff may suggest or require that an LEP individual provide an interpreter in order to receive agency services.*



**Lighthouse Charities INC Language Access Coordinators: Katie Bustos Grant Management,
Laura Humphries Office Administrator, and Tiffany Bennion ESL Teacher.**

III. Profile of [Agency Name]’s LEP Clients– *This section details the demographic information required by SB318 Sections 7.2.b.*

This section of your LAP should focus on identifying various specific communities that participate in your agency’s service and programs, as well as those that are eligible to participate. Importantly, “participation” includes both people who are directly served live by your agency (e.g., through interacting with staff) and also people who are indirectly served, such as people who access information or services through your website.

SB318 specifically requires you to report:

1. Type of services received by the relevant groups.
2. Preferred languages of your LEP clients.
3. Literacy levels of your LEP clients in their preferred language and in English.
4. Ability of the relevant groups to access agency services electronically.
5. Number and percentage of clients who are indigenous.
6. Number and percentage of clients who are refugees.

In particular, you must consider indigenous people, refugees, and limited English proficient (LEP) communities. There may well be some overlap between these groups. In each case, you will need to report the total number of clients served in these groups. Additionally, to the extent possible, you should provide a breakdown of these groups in terms of tribe, country of origin, or preferred language as appropriate. This is especially important for your LEP clients because you have a special obligation to provide them with access to your services in their preferred language.

Below is a table that you may use to help organize and report SB318’s required data. Note that the specific languages listed, while the most common in Nevada, may or may not be the language you encounter most frequently. Reporting your data like this may allow you to easily compare data and more readily see trends or changes in the groups you serve when you revise your LAP in the future.

Reporting your data through a table like the one below should not replace a written narrative for this section of your LAP. The narrative is an opportunity to expand on or explain areas of particular interest, including any changes or trends in the communities served by or eligible to be served by your agency. A few more points to consider for your narrative include:

- Who will collect this data? How will this data be collected?



- Where will it be archived? Who else needs to know about this data?
- If your agency does not collect all the required data, what is your plan to implement a data collection system?
- What are the most common methods of communication with LEP clients? • How can you determine how many LEP individuals attempt to access your programs or services, or are in your service areas?

Sample Content for Section III

Lighthouse Charities is committed to tracking the languages preferred for communication among our limited English proficient (LEP) clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments. Below is a data table summarizing relevant client data for Lighthouse Charities INC for the period of January 2024 - August 2024.



<u>Language/Group Served</u>	<u>Total #</u>	<u>% of Total</u>	<u>% of Total LEP</u>	<u>“Safe Harbor”?</u>	<u>Services/Programs Accessed</u>	<u>Notes (include literacy level data)</u>
Total Clients	140	n/a	n/a	n/a		
Total Indigenous	0		n/a	n/a		[specify tribes if applicable]
Total Refugees	99		n/a	n/a		[specify nation of origin if applicable]
Total LEP Clients	140		100%	n/a		
Specific Languages:						
- Spanish	28					
- Tagalog	0					
- Chinese (incl. Cantonese, Mandarin, etc.)	0					
- Korean	0					
- Vietnamese	0					
- Amharic	1					
- Russian	1					
- Swahili	12					
- Kinyarwandin	10					
- Ukraine	2					
- Farsi	34					
- Pashto	7					
- Hebrew	4					

Lighthouse Charities supports individuals from diverse backgrounds and regions worldwide. With experience in workforce development training and English language learning for clients from over 25 countries, Lighthouse serves both men and women,



with and without families. Clients range in age from 18 to 75, reflecting a wide spectrum of experiences and needs. The organization has worked with individuals speaking more than 16 different languages, including Spanish, Ukrainian, Swahili, and Pashto. Recognizing the universal language of kindness and acceptance, Lighthouse provides inclusive services daily to people from various cultural and linguistic backgrounds.



IV. Lighthouse Charities INC Language Access Services and Procedures – This section details the types of language services the agency provides, as required by SB318 Section 7.2.c.

This section of your LAP should provide an inventory of the language services your agency provides to help ensure meaningful access to its programs for its LEP clients. What resources does your agency have in place to meet the language access demands of the LEP clients described in Section III?

SB318 specifically requires you to report:

1. Procedures for identifying “vital” information and procedure for providing documents with vital information to LEPs, according to language and the service to which the information is related.
2. Oral/Sign language services offered by language and type of service.
3. Comparison of the number of employees who work with LEPs vs. the number of employees who speak multiple languages, both generally and by language.
4. Description of any positions designated “dual-role.”
5. Procedures and resources for LEP community outreach.
6. Resources for employees regarding cultural competency.

In providing the required information, you should address three main areas: oral/sign language services, written language services, and your agency’s methods of publicizing the availability of its language services.

With respect to your agency’s oral/sign language services, you must account for all possible sources. This includes your “in-house” language services, such as multilingual staff capable of providing direct service in languages other than English, dual-role interpreters, and dedicated staff interpreters. You must also account for any contracted services you provide, including in person contract interpreters (both those sourced from language service providers as well as volunteer/ community organization interpreters) as well as any telephonic/video/remote interpreting services you contract with. In all cases, oral/sign language service providers must be demonstrably qualified to do the work. It is your agency’s responsibility to ensure that it provides qualified services. You should include information about how you determined the qualifications of your oral/sign language providers in your LAP.

With respect to your agency’s written language services, you should detail your agency’s process for determining which documents (including both paper and electronic documents) contain vital information and thus necessitate written translation. This should include both written communications between your agency and LEP individuals as well as written communications intended for a broad, public audience. In this second case, an inventory of the documents that have been identified as vital and the “safe harbor” languages they have been translated into may be appropriate to include in your LAP. As with oral/sign language services,

written language service providers must be demonstrably qualified, and your agency’s method for determining those qualifications should be in your LAP.



Finally, you should detail your agency's means of publicizing the availability of its language services. This should include your agency's procedures for community outreach to LEP communities and/or organizations that work with them. It should also include your methods of providing notice of language assistance services within your agency. For example:

- How does your State Agency inform individuals about the availability of language access services?
- Do your translated program outreach materials inform LEP individuals about the availability of free language access services?
- Does your agency regularly advertise on non-English media (TV, radio, newspaper, and websites)?
- Does your agency inform community groups and non-profits about the availability of free language access services?
- Does your agency inform current applicants or recipients about the availability of language access services?
- Does the main page of your agency website include non-English information that would be easily accessible and readable by LEP individuals?
- Does your agency have multilingual signs or posters in its offices announcing the availability of language assistance services?

Sample Content for Section IV

Lighthouse Charities INC has secured the language access services described below to enable our LEP clients to access our services and programs more fully. In every case, Lighthouse Charities INC ensures that all language service providers are fully competent to provide these services.

Oral/Sign Language Services

Lighthouse Charities INC provides the following oral/sign language services:

We have a couple volunteers who speak Farsi or Spanish. On staff we use two clients specifically for interpretation and they are named Ziba and Francoise. Tiffany, our contracted teacher also helps with interpretation.

Besides Tiffany, who else helps especially with interpretation. We have a couple volunteers who speak Farsi or Spanish. On staff we use Ziba and Francoise to help interpret.

Currently, Lighthouse does not have any clients who require sign language or sign language interpreters.

Written Language Services

Lighthouse Charities INC uses the following procedures to identify vital written information used in the provision of its services and programs, including both paper and electronic communications. The procedures for identifying vital written communication between



Lighthouse Charities INC and individuals as well as the procedure for identifying vital communication targeting the broader public are both presented.

We make copies of ID or passports and keep them in clients files. Lighthouse also has a file on each of the participants. During their first week the case manager does an initial assessment on their needs and takes copies of their current documents.

- ID
- Social security
- Birth certificate
- Medical needs

If they didn't have these documents, the case manager helps to obtain what is missing. Lighthouse also has clients sign a code of conduct form and the case manager meets with them periodically about their goals for after the program ends.

Based on the above vital documents' identification procedure, Lighthouse Charities INC has identified the following documents and translated them into the "safe harbor" languages indicated.

We have an intake form we use. Most clients from Africa and Afghanistan cannot read their own language so we verbally ask the questions on the intake form. We have the form in other languages but rarely used. It is helpful when other clients who come from similar countries translate for incoming individuals requiring translation assistance.

The above documents were prepared using the following written language services:

Currently, Lighthouse uses Google Translate when needed and now thanks to United Way has access to Propio. Both are utilized in the event that there is not a person on property that can speak the language of the incoming client.

Community Outreach and Engagement

Lighthouse Charities INC is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, Lighthouse Charities INC has taken steps to publicize the availability of its language services in the community. Additionally, Lighthouse Charities INC has provided notification of its services at all relevant points of



contact. Additionally, Lighthouse Charities INC has provided resources for its staff to improve their cultural competency and ability to work with diverse groups.

Procedures and Resources for LEP Community Outreach: Lighthouse Charities has engaged in the following outreach activities.

Volunteers are always welcomed to Lighthouse. Clients engage with other companies and show them what it is like to spend a day as someone receiving services. Volunteers come from local companies and organizations in Southern Nevada, primarily speaking English. This helps clients to have experience speaking with others. Just in the last six months Lighthouse has had organizations such as Team Fishel, NV Energy, and Apple come volunteer.

Providing Notice of Language Assistance Services: Lighthouse Charities INC has provided the following notifications at relevant points of contact within its office and online.

The English Learning Room at Lighthouse has many visuals that support the acquisition of the English language. Lighthouse utilizes translation apps. It is hard to predict what languages will come into Lighthouse, as they always have different individuals who need help, but Lighthouse can also translate intake forms into languages of clients who enter the facility.

V. Implementing Lighthouse’s Language Access Services – This section details the agency’s procedures for training its staff to use its language access services, as required by SB318 Section 7.2.d.

This section of your LAP should explain your agency’s procedures to train staff in the proper ways of deploying the resources described in Section IV so that they are effective in fostering communication with your LEP clients.

SB318 specifically requires you to report:

1. How to obtain both oral/sign and written language services.
2. How to respond to LEP clients via phone, writing, or in person.
3. How to ensure the competency of all language services available in your agency.
4. How to track LEPs served, preferred language, and literacy level in that language and English.
5. How to communicate LEP language needs to superiors.
6. How to meaningfully inform LEPs of service availability.

You will note that there is overlap here with some of the requirements described earlier. For example, #4 concerns some of the demographic data described in Section III above. In this section, the focus should be on the procedures for tracking that data over time. How, where, and by whom should it be recorded? How should those records be used not only to enable your agency to report the required data, but also to allow your agency to track your LEP clients’



language preferences so that they can be accounted for and accommodated smoothly throughout their interactions with your agency?

In providing the required information, there are three areas you should focus on. First, what are the procedures that your staff must follow in order to efficiently provide meaningful language services to those who would benefit from them? These procedures should follow your LEP clients through all phases of interaction with your agency: from initial contact and determination of the need for language services in the clients' preferred language, through the provision of appropriate language services, up to proper recording of client language data to help improve future services.

Second, when, how, and how often are staff members to be trained on these procedures? As with all the policies and procedures that enable your agency to fulfill its mission, staff must be familiar with your language access policy and how to implement it.

Third, how do those trainings emphasize not just the step-by-step procedures, but also the importance of providing these services? In other words, how does your agency emphasize that meaningful language access is vital to the core mission of the agency, rather than simply yet another set of rules? An important goal of your staff training should be promoting a culture of inclusion within your agency. The resources on cultural competency that your agency provides (as described in Section IV) are a part of this effort.

As you detail your agency's procedures, you should consider, for example:

- How are staff to respond to telephone calls from LEP individuals?
- How are staff to gather, track, and record language preference information?
- How should staff inform LEP individuals about available language assistance services?
- How will staff identify the language needs of LEP individuals?
- How are staff to respond to correspondence (letters and emails) from LEP individuals?
- How will staff procure in-person interpreter services?
- How will staff access telephone or video interpreter services?
- How should bilingual staff be used for LEP services that does not put them outside the scope of their approved skillset?
- How should staff obtain translations of documents?
- How should staff process language access complaints?
- How will staff access services for the Deaf and Hard of Hearing?
- What are the resources available for the staff?
- What are the procedures for posting a translated document onto the website or social media?
- What are the procedures for ensuring the English data on the website (and any future updates to the website) will be translated correctly into relevant languages?

Section V

Lighthouse Charities INC is committed to providing our LEP clients full access to our services and programs. Towards this end, Lighthouse Charities INC requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, Lighthouse Charities INC is committed to 100% compliance with these procedures and provides



the staff with the training described below to help ensure that all staff are familiar with these procedures and recognize their importance to Lighthouse Charities' mission.

Language Access Procedures

Identifying Client Language Needs and Preferred Language: The following procedures should be followed to (1) interact appropriately with LEP clients, (2) inform clients of the availability of language services, (3) determine clients' preferred languages, and (4) record and track LEP client language preferences so that the data will follow them throughout their interactions with Lighthouse Charities INC staff.

Language needs are assessed for each client during the intake process with a case manager. Most clients at Lighthouse require language support, as they are refugees from other countries. During intake, the case manager identifies the client's preferred language. All employed clients at Lighthouse are required to participate in one hour of ESL services each workday, ensuring that every client has the opportunity to attend these classes.

Accessing Appropriate Oral/Sign Language Services: Staff should seek appropriate oral/sign language services in this order:

- The preferred method of serving LEP clients is by using competent bilingual staff able to provide services directly to in the client's preferred language without the need for an interpreter.
- Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff.
- Staff should seek assistance from professional in-person or telephone interpreters when staff cannot meet language needs. Agency should recognize that certain circumstances may require specialized interpretation and translation services even when staff with bilingual abilities are available.
- Staff must be authorized to provide language services to communicate effectively even when such assistance is not requested by the customer.]

Given the diversity of individuals at intake, many of whom speak less common languages in the United States (e.g., Kinyarwanda), it is not feasible for staff to be bilingual in every language represented. Staff members primarily rely on translation apps and, when available, other clients who may share the same language to facilitate communication.

Accessing Appropriate Written Language Services: According to Lighthouse Charities' stated policy on the determination of "vital" documents, the following procedures should be followed to access qualified written language services. This applies both to written information intended



for broad distribution as well as written communications between Lighthouse Charities INC and individual clients.

Language Services Quality Assurance: Lighthouse Charities INC is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. The following procedures are in place to (1) establish provider qualifications and (2) track provider performance.

Lighthouse's ESL program is in a growth stage and currently only has one provider that works on teaching the clients. Our ESL Teacher Tiffany has a degree in Elementary Education and she helps to direct the volunteers who support the program. Tiffany follows computer curriculums that support the learning of the individuals in the program.

Staff Training Policies and Procedures

Lighthouse Charities INC believes that the appropriate provision of language services is vital to the fulfillment of its mission. Towards that end, Lighthouse Charities INC ensures that its staff are familiar with its language access policies and the above procedures for providing said services.

The staff at Lighthouse understands the communication needs of its clients and actively promotes effective interaction among them in the workplace. They also recognize the importance of supporting clients as they work toward language acquisition, emphasizing that consistent practice is key to building confidence in communication. Lighthouse's mission is to empower clients to achieve self-sufficiency within the community, with English proficiency being an essential part of fulfilling that goal.

VI. Evaluation of and Recommendations for [Agency Lighthouse Charities's INC Language Access Plan – *This section details how well the agency's language access policies and procedures have met the need, and what is required to improve those services if the need is not being fully met, as required by SB318 Section 7.2.f.*

The development of a Language Access Plan is not a one-time event. As with all agency policies and procedures, your LAP should be subject to review and revision to ensure that it is working effectively and is responsive to your agency's changing needs. SB318 requires that it be reviewed biennially, though you may choose to review your LAP annually, for example. For your initial LAP and for future LAP review and revision, SB318 requires you to solicit public comment about your language access plan.

SB318 also specifically requires you to report:



1. Estimates of additional funding required to meet your LEP clients' language access needs.
2. Targets for hiring multilingual employees.
3. Adequate credentialing and oversight of interpreting and translation.
4. How your language services represent the preferred languages of your LEP clients.
5. Recruitment/retention efforts to ensure adequate language services.

As you develop your initial LAP and as you evaluate its performance in the future, you will gain insights that will allow you to meet two additional SB318 requirements. Based on your data and experience, you must:

- Make recommendations to the Legislature about any statutory changes needed to improve language access to services and programs.
- Include funding required for language access in your agency's budget proposals.

In developing your LAP, and especially in monitoring it, you should first consider:

- Who is responsible for developing, monitoring, evaluating, and updating your LAP? • How will those parties develop, monitor, evaluate, and update your LAP? • Who has final approval of the initial LAP and any future revisions?

Depending on your criteria for assessing your LAP's performance, you may want to implement methods for tracking various data on a regular basis, so that you are not forced to try to reconstruct important data after the fact. For example, to better monitor your LAP's performance, you may want to track:

- The types of language services that are provided to your LEP clients. This includes the frequency with which different types of services are provided and their respective languages. Consider also introducing a means to assess staff and client satisfaction with each encounter.
- Track the time spent by your multilingual staff on assisting LEP clients. This includes direct service providers as well as dual-role and staff interpreters. For direct service providers and dual-role interpreters, how is that time accommodated in terms of their other job responsibilities?
- Track interpreter and translation costs. This includes contract in-person and remote services as well as the time committed by your multilingual staff. Be sure to include costs for scheduling services.
- Track the cost and impact of your community outreach efforts.

There are many methods you may employ as you assess your LAP's performance. For example:



- Surveying staff on how often they use language assistance services, if they believe there should be changes in the way services are provided or the providers that are used, and if they believe that the language assistance services in place are meeting the needs of the LEP communities in the service area.
- Conducting customer satisfaction surveys of LEP clients based on their actual experience of accessing the agency's benefits, programs, information, or services. Note that such surveys may require translation into preferred languages or phone surveying by multilingual staff.
- Observing and evaluating agency interactions with LEP clients.
- Soliciting feedback from community-based organizations and other stakeholders about the agency's effectiveness and performance in ensuring meaningful access for LEP individuals.
- Keeping current on community demographics and needs by engaging school districts, faith communities, refugee resettlement agencies, and other local resources. • Considering new resources including funding, collaborations with other agencies, human resources, emerging technology, and other mechanisms for ensuring improved access for LEP individuals.
- Monitoring your agency's response rate to complaints or suggestions by LEP individuals, community members, and employees regarding language assistance services provided.

Sample Content for Section VI

Lighthouse Charities INC is committed to monitoring the performance of the above policies, procedures, and resources to ensure that its LAP is responsive to the needs of both Lighthouse Charities INC and the people it serves. At a minimum, Lighthouse Charities will review, evaluate, and update its LAP (if needed) biennially.

Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance: Katie Bustos, Grant Writer

Criteria and Methods for LAP Evaluation: Lighthouse Charities INC will track its LAP's performance using the criteria indicated below. The methods for gathering/tracking the relevant data for these criteria are likewise described.

Lighthouse Charities INC tracks progress in the ESL program through Teacher observations, client interviews, and completion of different levels of the program.



Evaluation Outcomes and Proposed Changes

Performance Monitoring Data: Lighthouse Charities' analysis of the above performance measure data has found the following:

Implementing the Language Access Program has been a significant positive development for both the organization and the individuals requiring language support. Lighthouse takes pride in being a nonprofit that offers comprehensive wrap-around services for refugees, including enhancing their communication skills. Clients have expressed gratitude for the opportunity to learn, earn an income, and adapt to life in a new and vastly different country. Access to funding for these classes has greatly contributed to improving clients' overall well-being.

Proposed LAP Revisions: Based on Lighthouse Charities' LAP performance assessment, the following changes to the LAP are proposed:

Lighthouse does not currently see a need to modify the Language Access Plan, aside from expanding its reach and support capabilities. Achieving this would require additional funding, as well as more volunteers, teachers, and helpers.

Proposed Budgetary Implications: The grant awarded amount has been sufficient in covering the cost of employing an English Language teacher. It would have been beneficial to have additional funding to cover the operating supplies costs as we ran out of funds in this area in June.

Suggested Legislative Amendments: Based on Lighthouse Charities' INC experience with language access to date, the following revisions to SB318 or other legislation are recommended:

None at this time.